



Chorley Inferno Netball Club – Feedback and Complaints Policy

1. Purpose of This Policy


At Chorley Inferno Netball Club, we value feedback — whether it’s a compliment, suggestion, concern, or complaint. This policy outlines how anyone involved in the club can raise an issue and how we’ll handle it fairly, consistently, and promptly.

We aim to:

- Improve the quality of our club services
 - Respond swiftly to any dissatisfaction
 - Learn from complaints to enhance future experiences
 - Resolve issues **locally and informally whenever possible**
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2. What You Can Raise

| Type | Examples |
|-----------------------|--|
| Feedback | Positive suggestions, general praise, ideas |
| Complaints | Concerns about coaching, behaviour, selection decisions, communication, etc. |
| Safeguarding Concerns | Any situation where a child or vulnerable person may be at risk of harm or abuse |

 **Safeguarding issues must be reported immediately** to the Club Safeguarding at chorleysofficer@gmail.com in the first instance

3. Who This Applies To

- Players and Parents
 - Coaches and Team Managers
 - Club Committee Members
 - Volunteers and Match Officials
 - Any member of the public engaging with the club
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4. General Principles

We commit to:

- Handling all feedback confidentially and respectfully
 - Aiming for **informal resolution first**
 - Responding within reasonable timeframes
 - Using complaints as opportunities to learn and improve
 - Ensuring compliance with GDPR and safeguarding regulations
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5. Resolution Procedure

Stage 1 – Informal Resolution

- Most issues can be sorted with a **quick conversation**.
- Speak to your coach, team manager, or a club committee member.
- A written log will be kept of any verbal complaints and outcomes.

Examples suitable for informal resolution:

- Disagreement over team selection
- Minor concerns about communication
- Clarification around training or playing time

Stage 2 – Formal Complaint

If informal steps don't resolve the issue or the concern is serious:

Submit a written complaint to the Club Safeguarding/Complaints Lead via to chorleyinfernossgofficer@gmail.com or via this form: <https://forms.gle/roP5NL7it4nXNhHU6>

What to include:

- Your name and contact details (anonymous reports accepted where evidence supports investigation)
- A description of what happened, when, and who was involved
- Any supporting evidence (e.g., screenshots, witness names)

We will:

- Acknowledge receipt within **5 working days**
 - Complete a full review within **20 working days**
 - Update you if the investigation requires more time
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Stage 3 – Appeal

If you're not satisfied with the formal response:

- You may submit an **appeal in writing** to the Club Chair within 10 working days
- The Chair (or an uninvolved committee member) will review the case
- A final decision will be communicated within **20 working days**

 There is no further right to appeal beyond Stage 3 at club level.

6. Serious Issues & External Escalation

You should escalate directly to:

- **England Netball** if your complaint involves a breach of the **Misconduct List**
- **Social Services or the Police** for child protection concerns or if someone is at immediate risk

Examples of serious issues:

- Bullying or discriminatory behaviour
- Inappropriate relationships or conduct
- Repeated, aggressive behaviour from a coach or volunteer
- Any form of abuse or neglect

See England Netball's safeguarding flowchart for external reporting options:

<https://www.englandnetball.co.uk/governance/safeguarding>

7. What Happens After a Complaint?

If a complaint is **upheld**, outcomes may include:

- A formal apology
 - Mediation or a change in practice
 - Disciplinary action (in line with England Netball's procedures)
 - Additional training or education for individuals involved
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8. Persistent or Vexatious Complaints

We are committed to listening to all concerns. However, if a complaint:

- Has been fully addressed but is repeatedly raised
- Becomes aggressive, abusive, or unfounded

...we reserve the right to **close the complaint** and take further action to protect staff, volunteers, and members.

9. Our Commitment to You

We promise to:

- Take your concerns seriously
- Handle every complaint professionally
- Strive to improve based on your feedback
- Keep your information safe and confidential

Contact for Feedback or Complaints

- Report to Club Safeguarding Lead in first instance
- Report Via this form: <https://forms.gle/roP5NL7it4nXNhHU6>
- Email: chorleyinfernosgofficer@gmail.com
- **Donna Monks 07754 593302 and Jenna Harty 07929 185 940**
- **If serious, repeated, or unclear** → Email: BeSafe@englandnetball.co.uk
- **If immediate risk** → **Call Social Services or Police**

General guidance: <https://www.englandnetball.co.uk/governance/safeguarding>